

***Youth Services Survey for Youth
(YSS-Youth)***

***Bay Area Region Summary Report
for the
November 2003 Data Collection Period***

CHILDREN & YOUTH PERFORMANCE OUTCOMES



**Broad-Based Evaluation
Consumer Perception Survey**

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Prepared by:
Performance Outcomes and Quality
Improvement Unit
California Department of Mental Health (DMH)
Systems of Care
1600 9th Street
Sacramento CA 95814

Purpose of this report

The purpose of this report is to provide performance outcomes data on consumer satisfaction as measured by the items from the 21-item Youth Services Survey for Youth (YSS-Youth). This report is a REGIONAL summary of the YSS-Youth (see Attachment A) data that were collected by the California State Department of Mental Health during the November 3-17, 2003 survey period. To assist with the interpretation of this summary report, brief narratives are provided before each table presented. County reports that are similar to this REGIONAL report can be downloaded from each county's Information Technology Web Services (ITWS) folder, which can be accessed by authorized ITWS users at <https://mhhitws.cahwnet.gov/>.

Consumer Demographic & Descriptive Items

Summary Report

The following tables highlight demographic items that were collected on the YSS-Youth, as well as several additional descriptive items, that were reported by consumers who received services during the November 3-17, 2003, survey period and reflect aggregated REGIONAL data. Results of YSS-Youth consumer-completed items are highlighted in yellow (missing data are highlighted in green), and exclude surveys that had all 21 items missing on the YSS-Youth portion of the survey. **Out of 2,503 Bay Area Region YSS-Youth Surveys submitted, a total of 2,219 had valid data.**

TOTAL NUMBER OF SURVEYS SUBMITTED (BAY AREA REGION)

A total of 2,503 YSS-Youth Surveys were submitted for the Bay Area Region.

REGION

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Bay Area Region	2503	100.0	100.0	100.0

GENDER

For the consumers who responded to the question – “What is your gender?” – 41.5% identified themselves as Female, 57.4% as Male and 1.1% as Other. Additionally, 6.3% of the consumers did not respond to this item.

What is your gender?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Female	863	38.9	41.5	41.5
	Male	1194	53.8	57.4	98.9
	Other	22	1.0	1.1	100.0
	Total	2079	93.7	100.0	
Missing	9	140	6.3		
Total		2219	100.0		

AGE CATEGORY

For the consumers who responded to the question – “What is your date of birth?” – 6.3% were under age 13, 15.2% were age 13, 16.4% were age 14, 17.0% were age 15, 19.1% were age 16, 16.9% were age 17, 7.5% were age 18-21 and 1.6% were older than 21. Additionally, 11.2% of the consumers did not respond to this item.

Age Category

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Under 13	124	5.6	6.3	6.3
	13	300	13.5	15.2	21.5
	14	323	14.6	16.4	37.9
	15	336	15.1	17.0	54.9
	16	376	16.9	19.1	74.0
	17	333	15.0	16.9	90.9
	18-21	148	6.7	7.5	98.4
	over 21	31	1.4	1.6	100.0
	Total	1971	88.8	100.0	
Missing	System	248	11.2		
Total		2219	100.0		

SERVICE LENGTH

For the consumers who responded to the question – “How long have you received services here?” – 2.0% reported that it was their first visit; 5.4% reported that they had had more than one visit, but that they had received services for less than one month; 13.0% reported having received services for 1-2 months; 14.1% reported having received services for 3-5 months; 22.1% reported receiving services for 6 months to 1 year and 43.5% reported receiving services for more than one year. Additionally, 38.8% of the consumers did not respond to this item.

How long have you received services here?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	This is my first visit here	27	1.2	2.0	2.0
	> 1 visit, but < one month	73	3.3	5.4	7.4
	1 to 2 months	176	7.9	13.0	20.3
	3 to 5 months	191	8.6	14.1	34.4
	6 months to 1 year	300	13.5	22.1	56.5
	More than 1 year	591	26.6	43.5	100.0
	Total	1358	61.2	100.0	
Missing	9	861	38.8		
Total		2219	100.0		

MEXICAN / HISPANIC / LATINO ORIGIN

On the YSS-Youth Survey, 34.6% of the consumers identified themselves as being “of Mexican / Hispanic / Latino Origin.”

Are you of Mexican / Hispanic / Latino origin?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1201	54.1	65.4	65.4
	Yes	634	28.6	34.6	100.0
	Total	1835	82.7	100.0	
Missing	Unknown	384	17.3		
Total		2219	100.0		

ETHNICITY

Consumers were permitted to identify as many ethnic categories as they felt were applicable; therefore, each ethnic category is reported individually and, due to potential overlap, the numbers will not collectively add up to 100%. Each ethnic category was presented as a “yes/no” option: “yes” if the consumer marked the bubble on the YSS-Youth Survey and “no” if the consumer did not mark the bubble. As such, there are no missing values for this item.

On the YSS-Youth Survey, 35.7% of the consumers identified themselves as being “White / Caucasian.”

Is your race White / Caucasian?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1426	64.3	64.3	64.3
	Yes	793	35.7	35.7	100.0
	Total	2219	100.0	100.0	

On the YSS-Youth Survey, 26.2% of the consumers identified themselves as being “Black / African American.”

Is your race Black / African American?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1638	73.8	73.8	73.8
	Yes	581	26.2	26.2	100.0
	Total	2219	100.0	100.0	

On the YSS-Youth Survey, 9.9% of the consumers identified themselves as being “Asian.”

Is your race Asian?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	2000	90.1	90.1	90.1
	Yes	219	9.9	9.9	100.0
	Total	2219	100.0	100.0	

On the YSS-Youth Survey, 6.2% of the consumers identified themselves as being “American Indian / Alaskan Native.”

Is your race American Indian / Alaskan Native?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	2082	93.8	93.8	93.8
	Yes	137	6.2	6.2	100.0
	Total	2219	100.0	100.0	

On the YSS-Youth Survey, 3.7% of the consumers identified themselves as being “Hawaiian / Other Pacific Islander.”

Is your race Native Hawaiian / Other Pacific Islander?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	2136	96.3	96.3	96.3
	Yes	83	3.7	3.7	100.0
	Total	2219	100.0	100.0	

On the YSS-Youth Survey, 21.1% of the consumers identified themselves as being “Other.”

Is your race Other?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1751	78.9	78.9	78.9
	Yes	468	21.1	21.1	100.0
	Total	2219	100.0	100.0	

On the YSS-Youth Survey, 2.1% of the consumers identified themselves as being “Unknown.”

Is your race Unknown?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	2173	97.9	97.9	97.9
	Yes	46	2.1	2.1	100.0
	Total	2219	100.0	100.0	

LANGUAGE OF SURVEY

On the YSS-Youth Survey, 98.2% of the consumers responded using the English version of the YSS-Youth Survey and 1.8% used the Spanish version. *Note: The YSS-Youth Survey was only available in English and Spanish for the November 3-17, 2003, survey period.*

Language of instrument

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	English	2179	98.2	98.2	98.2
	Spanish	40	1.8	1.8	100.0
	Total	2219	100.0	100.0	

PREFERRED LANGUAGE

On the YSS-Youth Survey, 96.1% of the consumers responded that the services they received were provided in the language they preferred and 92.7% responded that written information was available in their preferred language. Additionally, 8.2% and 9.6% of the consumers did not respond to these items, respectively.

Were the services you received provided in the language you prefer?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	79	3.6	3.9	3.9
	Yes	1959	88.3	96.1	100.0
	Total	2038	91.8	100.0	
Missing	Unknown	181	8.2		
Total		2219	100.0		

Was written information (e.g., brochures describing available services, your rights as a consumer, and mental health education materials) available to you in the language you prefer?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	147	6.6	7.3	7.3
	Yes	1859	83.8	92.7	100.0
	Total	2006	90.4	100.0	
Missing	Unknown	213	9.6		
Total		2219	100.0		

JUVENILE JUSTICE SYSTEM INVOLVEMENT

For the November 2003 survey period, 92.2% of the consumers reported that they had NOT been arrested for any crimes in the month prior to completing the YSS-Youth Survey. Additionally, 7.0% of the consumers did not respond to this item.

In the past MONTH, how many times have you been arrested for any crimes?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No arrests	1904	85.8	92.2	92.2
	1 arrest	105	4.7	5.1	97.3
	2 arrests	31	1.4	1.5	98.8
	3 arrests	10	.5	.5	99.3
	4 or more arrests	14	.6	.7	100.0
	Total	2064	93.0	100.0	
Missing	9	155	7.0		
Total		2219	100.0		

SCHOOL ATTENDANCE

For the consumers who responded to the question – “How often were you absent from school during the past month?” – 41.7% indicated 1 day or less, 12.7% indicated 2 days, 17.5% indicated 3-5 days, 5.0% indicated 6-10 days, 4.3% indicated more than 10 days, 12.3% did not remember and 6.6% indicated that the question did not apply to them or that they were not in school. Additionally, 7.6% of the consumers did not respond to this item.

How often were you absent from school during the past MONTH?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 day or less	855	38.5	41.7	41.7
	2 days	261	11.8	12.7	54.4
	3-5 days	358	16.1	17.5	71.9
	6-10 days	102	4.6	5.0	76.8
	More than 10 days	88	4.0	4.3	81.1
	Do not remember	252	11.4	12.3	93.4
	Not Applicable / Not In School	135	6.1	6.6	100.0
	Total	2051	92.4	100.0	
Missing	9	168	7.6		
Total		2219	100.0		

ASSISTANCE COMPLETING SURVEY

Consumers were permitted to identify all of the individuals who assisted them in completing the YSS-Youth Survey; therefore, more than one person may have provided assistance and, due to potential overlap, the numbers will not collectively add up to 100%. Each category was presented as a “yes/no” option: “yes” if the consumer marked the bubble on the YSS-Youth Survey and “no” if the consumer did not mark the bubble. As such, there are no missing values for this item.

For the November 2003 survey period, 55.8% of the consumers responded that they did not need any help in completing the YSS-Youth Survey.

I did not need any help.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	980	44.2	44.2	44.2
	Yes	1239	55.8	55.8	100.0
	Total	2219	100.0	100.0	

For the November 2003 survey period, 3.8% of the consumers responded that a mental health advocate / volunteer helped them complete the YSS-Youth Survey.

A mental health advocate / volunteer helped me.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	2134	96.2	96.2	96.2
	Yes	85	3.8	3.8	100.0
	Total	2219	100.0	100.0	

For the November 2003 survey period, 1.6% of the consumers responded that another mental health consumer helped them complete the YSS-Youth Survey.

Another mental health consumer helped me.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	2183	98.4	98.4	98.4
	Yes	36	1.6	1.6	100.0
	Total	2219	100.0	100.0	

For the November 2003 survey period, 7.6% of the consumers responded that a member of their family helped them complete the YSS-Youth Survey.

A member of my family helped me.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	2051	92.4	92.4	92.4
	Yes	168	7.6	7.6	100.0
	Total	2219	100.0	100.0	

For the November 2003 survey period, 1.4% of the consumers responded that a professional interviewer helped them complete the YSS-Youth Survey.

A professional interviewer helped me.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	2187	98.6	98.6	98.6
	Yes	32	1.4	1.4	100.0
	Total	2219	100.0	100.0	

For the November 2003 survey period, 11.1% of the consumers responded that a clinician / case manager helped them complete the YSS-Youth Survey.

My clinician / case manager helped me.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1973	88.9	88.9	88.9
	Yes	246	11.1	11.1	100.0
	Total	2219	100.0	100.0	

For the November 2003 survey period, 11.2% of the consumers responded that a staff member other than their clinician or case manager helped them complete the YSS-Youth Survey.

A staff member other than my clinician or case manager helped me.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1971	88.8	88.8	88.8
	Yes	248	11.2	11.2	100.0
	Total	2219	100.0	100.0	

For the November 2003 survey period, 6.0% of the consumers responded that someone else helped them complete the YSS-Youth Survey.

Someone else helped me.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	2085	94.0	94.0	94.0
	Yes	134	6.0	6.0	100.0
	Total	2219	100.0	100.0	

REASON WHY SURVEY NOT COMPLETED (*if applicable*)

County staff were expected to complete a “Reason” item if a consumer who met the criteria for the target population did not complete a YSS-Youth Survey. Of those consumers who were expected to complete a YSS-Youth Survey, but did not, 33.6% of the consumers were reported to have Refused to complete the survey, 19.5% were reported to have an Impairment, 7.6% did not have a survey available in their Language and 39.3% were marked as having an “Other” reason for not completing the survey. Additionally, 7.7% of the YSS-Youth Surveys were missing a “Reason” response.

If the instrument is not completed, the PRIMARY reason must be indicated.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Refused	88	31.0	33.6	33.6
	Impairment	51	18.0	19.5	53.1
	Language	20	7.0	7.6	60.7
	Other	103	36.3	39.3	100.0
	Total	262	92.3	100.0	
Missing		22	7.7		
Total		284	100.0		

Youth Services Survey for Youth (YSS)

Summary Report

About the Youth Services Survey for Youth (YSS-Youth)

The YSS-Youth is a 21-item consumer-completed survey designed to obtain participant perceptions of 1) access to services, 2) cultural sensitivity, 3) consumer participation in treatment planning, 4) service outcomes and 5) general satisfaction. The YSS-Youth was developed through the collaborative efforts of the federally funded Mental Health Statistics Improvement Program (www.mhsip.org), and included the direct assistance and feedback of consumers and their families, as well as advocates for mental health services. The YSS-Youth is currently used in a number of states across the United States.

It is important to remember that the ratings on the YSS-Youth represent a participant's perceptions. Some data exist to suggest that satisfaction with services, in and of itself, does not necessarily correlate with outcomes. However, the YSS-Youth provides a good source of information to ensure that consumers have the opportunity to shape and improve their services.

The following tables present REGIONAL data that were collected and aggregated from the YSS-Youth portion of the November 2003 YSS-Youth Survey. The YSS-Youth items are rated on a five-point scale, with "5" indicating the greatest satisfaction.

The items that comprise each of the YSS-Youth subscales (i.e., access to services, cultural sensitivity, consumer participation in treatment planning, service outcomes and general satisfaction) were averaged and then grouped into the following categories: 1.0 - 1.5 = 'Dissatisfied', 1.5001 - 2.5 = 'Somewhat Dissatisfied', 2.5001 - 3.5 = 'Neutral', 3.5001 - 4.5 = 'Satisfied' and 4.5001 - 5 = 'Very Satisfied'. As a general guideline, an overall scale score over 3.5 indicates that consumers were satisfied.

Additionally, the average scores for each of the YSS-Youth subscales are also reported below.

For the tables reflecting categorical groupings of the YSS-Youth averages and the YSS-Youth subscale averages, total frequencies may differ depending on how well consumers completed the items on the YSS-Youth Survey that comprised each scale's calculation. Averages were only calculated for those YSS-Youth Surveys where at least 2/3 of the items in the particular domain were completed (i.e., only 1/3 of the items could have data missing). The results are highlighted in yellow (incomplete and/or missing data are highlighted in green).

PERCEPTION OF ACCESS TO SERVICES

For the consumers who completed at least 2/3 of the items that comprise the “Perception of Access to Services” subscale, 18.2% reported that they were Very Satisfied, 46.9% reported they were Satisfied, 23.8% were Neutral, 6.7% were Somewhat Dissatisfied and 4.4% were Dissatisfied. Additionally, 7.1% of the data on this subscale had at least 1/3 of the items missing.

Perception of Access to Services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dissatisfied	90	4.1	4.4	4.4
	Somewhat Dissatisfied	139	6.3	6.7	11.1
	Neutral	491	22.1	23.8	34.9
	Satisfied	966	43.5	46.9	81.8
	Very Satisfied	375	16.9	18.2	100.0
	Total	2061	92.9	100.0	
Missing	System	158	7.1		
Total		2219	100.0		

PERCEPTION OF CULTURAL SENSITIVITY

For the consumers who completed at least 2/3 of the items that comprise the “Perception of Cultural Sensitivity” subscale, 31.3% reported that they were Very Satisfied, 48.8% reported they were Satisfied, 14.2% were Neutral, 2.9% were Somewhat Dissatisfied and 2.6% were Dissatisfied. Additionally, 8.8% of the data on this subscale had at least 1/3 of the items missing.

Perception of Cultural Sensitivity

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dissatisfied	57	2.6	2.8	2.8
	Somewhat Dissatisfied	59	2.7	2.9	5.7
	Neutral	287	12.9	14.2	19.9
	Satisfied	988	44.5	48.8	68.7
	Very Satisfied	633	28.5	31.3	100.0
	Total	2024	91.2	100.0	
Missing	System	195	8.8		
Total		2219	100.0		

PERCEPTION OF TREATMENT PLANNING

For the consumers who completed at least 2/3 of the items that comprise the “Perception of Treatment Planning” subscale, 14.7% reported that they were Very Satisfied, 48.0% reported they were Satisfied, 26.8% were Neutral, 7.6% were Somewhat Dissatisfied and 2.9% were Dissatisfied. Additionally, 4.5% of the data on this subscale had at least 1/3 of the items missing.

Perception of Participation of Treatment Planning

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dissatisfied	62	2.8	2.9	2.9
	Somewhat Dissatisfied	162	7.3	7.6	10.6
	Neutral	568	25.6	26.8	37.4
	Satisfied	1017	45.8	48.0	85.3
	Very Satisfied	311	14.0	14.7	100.0
	Total	2120	95.5	100.0	
Missing	System	99	4.5		
Total		2219	100.0		

OUTCOMES

For the consumers who completed at least 2/3 of the items that comprise the “Outcomes” subscale, 16.7% reported that they were Very Satisfied, 48.4% reported they were Satisfied, 26.4% were Neutral, 6.2% were Somewhat Dissatisfied and 2.4% were Dissatisfied. Additionally, 5.0% of the data on this subscale had at least 1/3 of the items missing.

Outcomes

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dissatisfied	50	2.3	2.4	2.4
	Somewhat Dissatisfied	131	5.9	6.2	8.6
	Neutral	556	25.1	26.4	34.9
	Satisfied	1020	46.0	48.4	83.3
	Very Satisfied	352	15.9	16.7	100.0
	Total	2109	95.0	100.0	
Missing	System	110	5.0		
Total		2219	100.0		

GENERAL SATISFACTION

For the consumers who completed at least 2/3 of the items that comprise the “General Satisfaction” subscale, 21.8% reported that they were Very Satisfied, 49.5% reported they were Satisfied, 19.6% were Neutral, 5.9% were Somewhat Dissatisfied and 3.1% were Dissatisfied. Additionally, 2.0% of the data on this subscale had at least 1/3 of the items missing.

General Satisfaction

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dissatisfied	67	3.0	3.1	3.1
	Somewhat Dissatisfied	129	5.8	5.9	9.0
	Neutral	427	19.2	19.6	28.6
	Satisfied	1077	48.5	49.5	78.2
	Very Satisfied	475	21.4	21.8	100.0
	Total	2175	98.0	100.0	
Missing	System	44	2.0		
Total		2219	100.0		

AVERAGE MHSIP SUBSCALE SCORES

Average scores were calculated for the consumers who completed at least 2/3 of the items that comprise each of the subscales. Respondents indicated that, overall, they were “Satisfied” with their Access to Services (indicated by a subscale score of 3.82; 2,061 responses), the Cultural Sensitivity of their treatment (indicated by a subscale score of 4.08; 2,024 responses), their Participation in Treatment Planning (indicated by a subscale score of 3.65; 2,120 responses), their Outcomes (indicated by a subscale score of 3.75; 2,109 responses) and were Generally Satisfied with their services (indicated by a subscale score of 3.86; 2,175 responses).

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Average: Perception of Access to Services	2061	1.00	5.00	3.82	.94
Average: Perception of Cultural Sensitivity	2024	1.00	5.00	4.08	.86
Average: Perception of Participation in Treatment Planning	2120	1.00	5.00	3.65	.88
Average: Outcomes	2109	1.00	5.00	3.75	.84
Average: General Satisfaction	2175	1.00	5.00	3.86	.89
Valid N (listwise)	1793				

YOUTH SERVICES SURVEY (YSS)* - for youth ages 13-18

Please help our agency make services better by answering some questions. Your answers are confidential and will not influence current or future services you receive. **For each survey item below, please fill in the circle that corresponds to your choice. Please fill in the circle completely.** EXAMPLE Correct ● Incorrect ✗

Approximately, how long have you received services here?

- ☐ This is my first visit here. ☐ 1 - 2 Months ☐ More than 1 year
☐ I have had more than one visit but I have received services for less than one month. ☐ 3 - 5 Months ☐ 6 months to 1 year

Please answer the following questions based on the **last 6 months** OR if you have not received services for 6 months, just give answers based on the services you have received so far. Indicate if you **Strongly Disagree**, **Disagree**, are **Undecided**, **Agree**, or **Strongly Agree** with each of the statements below. If the question is about something you have not experienced, fill in the circle for **Not Applicable** to indicate that this item does not apply to you.

	Strongly Disagree	Disagree	Undecided	Agree	Strongly Agree	Not Applicable
1. Overall, I am satisfied with the services I received.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. I helped to choose my services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. I helped to choose my treatment goals.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. The people helping me stuck with me no matter what.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. I felt I had someone to talk to when I was troubled.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. I participated in my own treatment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. I received services that were right for me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. The location of services was convenient.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Services were available at times that were convenient for me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. I got the help I wanted.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. I got as much help as I needed.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12. Staff treated me with respect.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13. Staff respected my family's religious / spiritual beliefs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14. Staff spoke with me in a way that I understood.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15. Staff were sensitive to my cultural / ethnic background.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

As a result of the services I received:

16. I am better at handling daily life.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
17. I get along better with family members.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
18. I get along better with friends and other people.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
19. I am doing better in school and / or work.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
20. I am better able to cope when things go wrong.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
21. I am satisfied with my family life right now.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

22. Please provide comments here and /or on the back of this form, if needed.

We are interested in both positive and negative feedback.

Continued on the Next Page...

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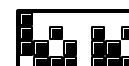
Y

-

E

N

-



Please answer the following questions to let us know a little about you.

1. What is your gender? ☐ Female ☐ Male ☐ Other
2. Are you of Mexican / Hispanic / Latino origin? ☐ Yes ☐ No ☐ Unknown
3. What is your race? (mark all that apply.)
- ☐ White / Caucasian ☐ American Indian / Alaskan Native ☐ Unknown
- ☐ Black / African American ☐ Native Hawaiian / Other Pacific Islander
- ☐ Asian ☐ Other

4. What is your date of birth? (Write it in the boxes AND fill in the circles that correspond. See Example.)

Date of Birth (mm-dd-yyyy)

		-			-				
0	0	0	0	0	0	0	0	0	0
1	1	1	1	1	1	1	1	1	1
2	2	2	2	2	2	2	2	2	2
3	3	3	3	3	3	3	3	3	3
4	4	4	4	4	4	4	4	4	4
5	5	5	5	5	5	5	5	5	5
6	6	6	6	6	6	6	6	6	6
7	7	7	7	7	7	7	7	7	7
8	8	8	8	8	8	8	8	8	8
9	9	9	9	9	9	9	9	9	9

EXAMPLE: Date of birth on April 30, 1987:

1. Write in your date of birth → 04 - 30 - 1987

2. Fill in the corresponding circles

		-			-				
0	0	0	0	0	0	0	0	0	0
1	0	0	0	0	0	0	0	0	0
2	0	0	0	0	0	0	0	0	0
3	0	0	0	0	0	0	0	0	0
4	0	0	0	0	0	0	0	0	0
5	0	0	0	0	0	0	0	0	0
6	0	0	0	0	0	0	0	0	0
7	0	0	0	0	0	0	0	0	0
8	0	0	0	0	0	0	0	0	0
9	0	0	0	0	0	0	0	0	0

5. In the **past MONTH**, how many times have you been arrested for any crimes?
- ☐ No arrests ☐ 1 arrest ☐ 2 arrests ☐ 3 arrests ☐ 4 or more arrests

6. How often were you absent from school during the **last MONTH**?
- ☐ 1 day or less ☐ 3 to 5 days ☐ More than 10 days ☐ Do not remember
- ☐ 2 days ☐ 6 to 10 days ☐ Not applicable ☐ Not in school

7. Were the services you received provided in the language you prefer? ☐ Yes ☐ No

8. Was written information (e.g., brochures describing available services, your rights as a consumer, and mental health education materials) available to you in the language you prefer? ☐ Yes ☐ No

9. Please identify who helped you complete any part of this survey (mark all that apply):
- ☐ I did not need any help. ☐ A professional interviewer helped me.
- ☐ A mental health advocate / volunteer helped me. ☐ My clinician / case manager helped me.
- ☐ Another mental health consumer helped me. ☐ A staff member other than my clinician or case manager helped me.
- ☐ A member of my family helped me. ☐ Someone else helped me. Who?: _____

Thank you for taking the time to answer these questions!

FOR OFFICE USE ONLY:

Date of Survey Administration: 1 1 - - 2 0 0 3

County Question #1: ☐ 01 ☐ 02 ☐ 03 ☐ 04 ☐ 05 ☐ 06 ☐ 07 ☐ 08 ☐ 09 ☐ 10
☐ 11 ☐ 12 ☐ 13 ☐ 14 ☐ 15 ☐ 16 ☐ 17 ☐ 18 ☐ 19 ☐ 20

County Question #2: ☐ 01 ☐ 02 ☐ 03 ☐ 04 ☐ 05 ☐ 06 ☐ 07 ☐ 08 ☐ 09 ☐ 10
☐ 11 ☐ 12 ☐ 13 ☐ 14 ☐ 15 ☐ 16 ☐ 17 ☐ 18 ☐ 19 ☐ 20

County Question #3: ☐ 01 ☐ 02 ☐ 03 ☐ 04 ☐ 05 ☐ 06 ☐ 07 ☐ 08 ☐ 09 ☐ 10
☐ 11 ☐ 12 ☐ 13 ☐ 14 ☐ 15 ☐ 16 ☐ 17 ☐ 18 ☐ 19 ☐ 20

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CSI County Client Number

0	0	0	0	0	0	0	0
1	0	0	0	0	0	0	0
2	0	0	0	0	0	0	0
3	0	0	0	0	0	0	0
4	0	0	0	0	0	0	0
5	0	0	0	0	0	0	0
6	0	0	0	0	0	0	0
7	0	0	0	0	0	0	0
8	0	0	0	0	0	0	0
9	0	0	0	0	0	0	0

Reason:

☐ Ref ☐ Imp ☐ Lan ☐ Oth

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